



New Scheduling Information

Get the Zanjeros to Your House Faster

Since 1996, Tucson Water's Zanjeros have been helping customers reduce their water use and bills. Our "water managers" have been a truly great success story. They've visited more than 8,300 customers' homes and given help and advice that has saved approximately 295 million gallons of water!

The Zanjeros are so popular that Tucson Water is now making it easier for you to get information about the program and schedule an appointment. To set a date and time for the Zanjeros to come to your house, call 791-3242 and select the "customer service representative" option. For other water conservation questions or information, call 791-4556.

YOUR WATER Connection

News & Tips for Tucson Water Customers

**Average customer will see 27¢
per month increase**

New Water Rates Take Effect October 14th

When new water rates begin in mid-October, the average residential water customer, who uses about 12 cubic feet (Ccf) or about 9,000 gallons of water a month, will see a 1.5% increase or about 27¢ a month. The new rates were set by Tucson's Mayor and Council following a public hearing in September. Customers who use more than 30 Ccf per month (22,000 gallons) will see increases ranging from 4.0 to 5.7%. Tucson's water rates will increase by 4.3% overall, beginning on October 14th. In keeping with the City of Tucson's long-standing commitment to encourage water conservation, the new rates continue providing a financial incentive to practice wise water use. This ensures that customers

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October 2002 <http://www.cityoftucson.org/water/>

New Water Rates Take Effect October 14th

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who use large amounts of water pay more for it than customers who use less water. Most businesses and reclaimed water customers will also see an increase in their monthly bills.

This water rate change marks the completion of the three-year elimination of the “usage allowed before charges are incurred” policy. The usage allowance has been eliminated to ensure that no water is perceived as ‘free.’

Reducing Costs Before Raising Rates

Before Tucson Water proposes that water rates be increased, the Utility seeks cost reductions. Our five-year financial plan, adopted by the Mayor and Council in June, included budget reductions of over \$1 million for this year and cost reductions totaling \$4.7 million in future years (in large part from improvements in our water system maintenance practices). Nevertheless, the Utility’s rising costs still outweigh the cost reductions we’ve made.

What Costs So Much?

The major cost increases facing Tucson Water fall into four areas:

1. Power costs are increasing, particularly electricity. In addition, more power is required to operate the Clearwater Facility in Avra Valley than the wells in central Tucson that it replaces. The Clearwater Facility produces a blend of groundwater and recharged Colorado River water. Power for the Clearwater Facility adds about \$2.0 million per year to our power costs.

2. The increase in water supplied by the Clearwater Facility requires us to purchase more Colorado River water from the State

agency running the Central Arizona Project. Based on the rates charged for this water, our costs for CAP water will double this year to about \$3.3 million.

3. Water revenue bonds, approved by voters in 1994 and 2000, finance the major portion of Tucson Water’s annual capital budget. The principal and interest on these bonds is paid with water revenues, and debt service payments will increase by approximately \$2.0 million each year over the next five years. We need this capital program to replace old pipelines and other facilities as well as build new facilities to improve the quality of the existing water system and to increase our use of reclaimed water.

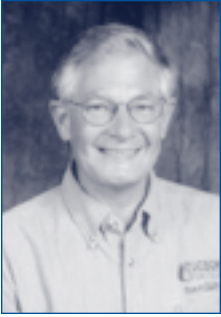
4. Like all businesses, Tucson Water’s costs are increased by **inflation** and our revenues must be sufficient to cover its rise.

Citizens Help Set Water Rates

The water rate development process includes a Customer Rate Design Group composed of at least one representative from each customer rate class. The Group considers how revenue targets should be established for each class and what type of rate structure would be most appropriate for each class. The Group makes recommendations in both these areas to the Citizens Water Advisory Committee (CWAC) and to a Mayor and Council Subcommittee on Water Rates. The

citizens who make up the CWAC reviewed this year’s suggestions from the Group and made the final recommendation to the Mayor and Council, which resulted in the Council’s decision to approve new water rates.

Residential Water Usage (Per Month)	Charge per Ccf before October 14	Charge per Ccf beginning October 14	Difference
1 Ccf	\$0.00	\$1.03	+ \$1.03
2 – 15 Ccf	\$1.11	\$1.03	– \$0.08
16 – 30 Ccf	\$3.34	\$3.50	+ \$0.16
31 – 45 Ccf	\$4.58	\$4.92	+ \$0.34
Over 45 Ccf	\$6.60	\$6.97	+ \$0.37



On the Water Front



What do you think? That's an important question at Tucson Water. During the past several years, we've asked for our customers' thoughts on issues ranging from water quality to how to plan for our

water future. We appreciate your input and use it when we make decisions.

Overall, customer input plays an important part of our policy planning. Mayor and Council Water Policies and the Tucson City Code define how Tucson Water operates in areas such as financial standards, water quality assurance, and commitment to promoting water conservation. The Citizens Water Advisory Committee (CWAC), made up of customers who live both inside and outside the City limits, reviews many of our policies, including the utility's financial plan, and provides recommendations to the Mayor and Council.

One of the areas in which CWAC works with us is to determine the need for changes to water rates and how those changes should be distributed between our different types of customers. Recommendations are forwarded to the Mayor and Council who make a final decision following a public meeting.

All Mayor and Council and CWAC regular meetings, as well as special public meetings, are open to all customers. Meeting locations and times are announced in advance. Attending these meetings,

gives customers the opportunity to comment and make suggestions.

We also have a customer comment email form on our website at www.cityoftucson.org/water. Of course, you can always call us at 791-4331 or send a note to Tucson Water, P.O. Box 27210, Tucson 85726-7210.

We appreciate all the input and participation we receive from you, our customers. Thanks for your interest in Tucson's water issues. By working together we can make sure we have enough clean, quality water for our community today and for future generations.

David V. Modeer
Director, Tucson Water

Visit the Tucson Water Web Site at <http://www.cityoftucson.org/water>

The Water Connection is produced by Tucson Water. To receive a copy, or to receive this information in Spanish, call 791-4331 or mail your request to: Customer Information, P.O. Box 27210, Tucson, AZ 85726-7210.

City of Tucson TTY number: 791-2639

Si usted desea este documento escrito en español,
por favor, llame al 791-4331.



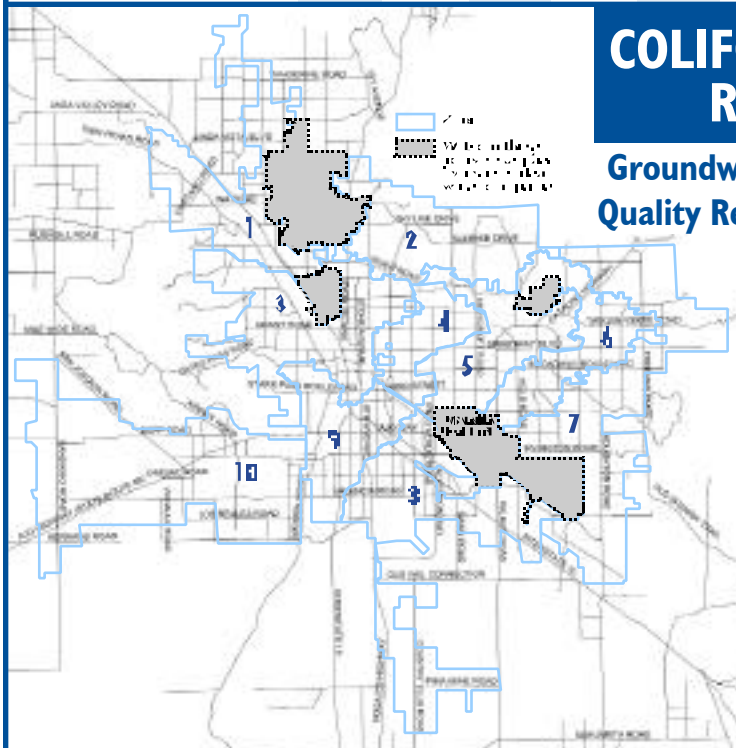
Clearwater Quality Report - September 2002

47*	Sodium (ppm)
284	Mineral Content (ppm)
96*	Hardness (ppm)
8.1	pH (units)
Neg*	Coliform Bacteria
0.96	Chlorine level average (ppm)
85.3	Temp (deg F)

* Values for August

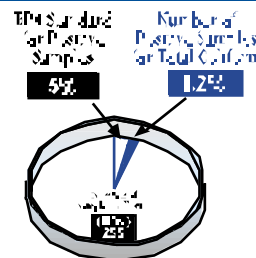
GROUNDWATER QUALITY REPORT - July 2002

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (ppm)	Average Range	45 38-51	45 43-46	41 18-65	36 28-44	38 31-46	35 26-40	30 23-40	43 40-44	45 41-56	41 40-42	39 18-65
Mineral Content (ppm)	Average Range	413 177-591	281 268-304	302 195-633	229 189-291	253 167-289	241 202-280	228 177-298	315 221-417	288 218-467	220 216-225	269 167-633
Hardness (ppm)	Average Range	222 97-342	112 101-119	120 86-237	90 73-114	109 96-127	102 77-116	113 82-146	151 77-246	95 75-140	76 74-77	113 73-342
pH (units)	Average Range	7.5 7.3-8.1	7.9 7.7-8.1	7.6 7.3-8.1	7.8 7.3-8.1	7.6 7.0-8.0	7.6 6.8-8.0	7.6 7.0-8.0	7.6 7.1-7.9	7.9 7.4-8.1	7.8 7.3-8.0	7.7 6.8-8.1
Temperature (deg F)	Average Range	86 78-94	89 86-92	88 77-96	88 79-95	87 79-94	86 72-94	87 83-91	87 83-95	91 83-98	91 90-93	88 72-98

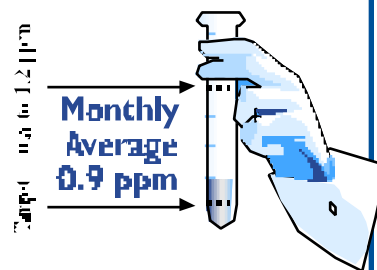


COLIFORM BACTERIA TESTING RESULTS - July 2002

Groundwater Quality Report



Chlorine Level Average



“PPM” means one part per million; 1 ppm = 1 teaspoon in 1,320 gallons

To give you a more accurate measurement of the water quality in your neighborhood, the Tucson Water service area has been divided into 10 zones

based on differences in water pressure and water quality. For a detailed description of the zone boundaries, call 791-4331.